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To: All Pharmacy Providers

RE: Voiding Paid Claims

To avoid delays in void requests, active Alabama Medicaid pharmacy providers may use the new web portal to submit, view, adjust or void claims. We strongly encourage pharmacists to set up a web portal account and utilize this great new feature to facilitate timely processing of void transactions.

The web portal address for the Alabama Medicaid Interactive web site is as follows:
<https://www.medicaid.alabamaservices.org/ALPortal>

What Pharmacy Providers MUST do to access the new web portal:

Each actively enrolled Alabama Medicaid pharmacy provider has been issued a green "Dear Provider" letter. This letter contains valuable account setup information which permits the pharmacy to create a web portal account linked to their payee ID number. The "Dear Provider" letters are sent to the providers Pay To address. If this Pay To address is destined for a home office or facility outside of the location where the billing or submission of claims occurs, please contact those Pay To locations to have the letters forwarded to your location appropriately.

How a Pharmacy provider can process a void through the web portal:

A provider that has set up their account per the "Dear Provider" letter will be granted access to all claims that contain their billing provider ID. Within the claims search page, a user may execute a search based on numerous fields. Once a claim is identified and selected, the claim will appear on a user-friendly Pharmacy claim form. A paid claim will display a void button at the bottom of the page, as seen in the image below. By clicking void, the user authorizes the void to occur real-time. This request will produce a denied daughter claim and a "Void was successful" response at the top of the page. Once the void is successful, the pharmacist may immediately refill their claims for payment.

Claim Status Information		
Claim Status	PAID	
Claim ICN	2507309300013	
Paid Date	11/06/2007	
Allowed Amount	\$212.98	

EOB Information		
Detail Number	Code	Description
0	9910	PHARMACY DISPENSING FEE APPLIED
1	9001	REIMBURSEMENT REDUCED BY THE RECIPIENT'S CO-PAYMENT AMOUNT.
1	9908	PRICING ADJUSTMENT - PHARMACY PRICING APPLIED

For additional instructions regarding these features, please refer to the Interactive Service – Web User Guide which has been made available on the AL Links page and can be accessed from the Information main menu on the Alabama Medicaid Interactive web site or on Medicaid's website at:
<http://www.medicaid.alabama.gov/billing/manuals.aspx>

If you have additional questions, please call the EMC Help desk at (800) 456-1242; (334) 215-0111 for out-of-state callers. Or via e-mail at:
AlabamaSystemsEMC@eds.com.

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